

# Working together

## Connexions and youth justice services



connexions

The best start in life for every young person

The background of the page is a solid dark purple. Overlaid on this are several large, semi-transparent circles in a lighter shade of purple. These circles overlap each other, creating various tones of purple. In the top right corner, there is a small, dark purple triangle pointing downwards.

# Foreword

Connexions will build a modern multi-disciplinary service to help all young people reach their full potential and make a successful transition to adult life. We believe young people should get whatever help they need to do so, in the most straightforward, cohesive and consistent way possible. The vision is an ambitious one, but it is what young people have told us they want and need.

## Working together - Connexions and youth justice services

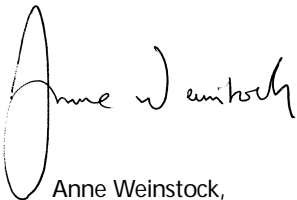
There is recognition at the national level that the success of Connexions is vital to all Government Departments in their aims to help young people. This applies equally at a local level, and we will only achieve our vision for young people by working closely together. This is why it is vital that everyone involved in delivering young people's services gets involved with their Connexions Partnership.

The mutual aims of Connexions and youth justice services are reflected in their shared target of making sure that 90% of young offenders aged 13-18 and supervised by Yots are in education, training and employment by 2004.

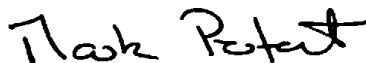
The Connexions Service National Unit and the Youth Justice Board have worked together with colleagues across Government, Connexions Partnerships and frontline agencies to produce this document. It is part of a set of guidelines about joint working aimed at Connexions Partnerships and the range of young people's support services. These publications focus on integrating support for some of the most vulnerable young people that Connexions will work with, homeless young people, teenage parents, young offenders and young people supported by social services.

This publication is not a prescriptive blueprint for the delivery of Connexions. It is intended as a tool for agencies to use in planning together how the Connexions Service can be delivered most effectively in their region. The messages are based on what we have learnt from the Connexions Pilots and the early work of the Connexions Partnerships that came into operation in April 2001. We have only just started and we are learning more all the time. We will develop the guidance as the Service develops. To make it as helpful as possible, we need to hear back from you what you think, both about the usefulness of the guidance and your experience of the support Connexions provides for young people.

Most importantly of all, we need you to get involved, and help Connexions become a service that ensures the best start in life for every young person.



Anne Weinstock,  
Chief Executive of Connexions



Mark Perfect,  
Chief Executive of the Youth  
Justice Board

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## The Connexions Service

The Connexions Service is being introduced to provide integrated information, advice, guidance, support and personal development opportunities for all 13 –19 year olds in England. The aim is to help young people engage in learning, achieve their full potential and make a smooth transition to adult life. The support provided to young people will reflect need; vulnerable and disadvantaged young people will receive extra help to overcome barriers to learning and progression and improve their life chances. Central to the Service will be the development of a multi-disciplinary, trans-agency network of young people's personal advisers. The network will include both new recruits and existing professionals currently delivering a personal adviser role, including: care leaver advisers, Yot staff, social workers, Sure Start Plus advisers, youth workers, careers specialists and voluntary sector workers. By linking up the way these roles are planned and delivered, the Service will help to bring a new coherence to the support teenagers receive as they become young adults.

The Service is being rolled out across England from April 2001 and will exist everywhere in England by 2003. Fifteen out of 47 Partnerships went into operation in 2001.

## Connexions key principles

- **Raising aspirations** – setting high expectations of every individual
- **Meeting individual needs** – and overcoming barriers to learning
- **Taking account of the views of young people** – individually and collectively
- **Inclusion** – keeping young people in mainstream education and training and preventing them moving to the margins of their community
- **Partnership** – agencies collaborating to achieve more for young people, parents and communities
- **Community involvement and neighbourhood renewal** – through involvement of community mentors and through personal advisers brokering access to local welfare, health, arts, sport and guidance networks
- **Extending opportunity and equality of opportunity** – raising participation and achievement levels for all young people, influencing the availability, suitability and quality of provision and raising awareness of opportunities
- **Evidence based practice** – ensuring that new interventions are based on rigorous research and evaluation into what works

## The Connexions Service – planning processes and structures

Connexions Partnerships, at local Learning and Skills Council area level, will develop a cross-cutting strategy to address the needs of 13-19 year olds. A mapping process will identify the needs of local young people, the services available and gaps in provision. Connexions Partnerships will help to ensure that the planning of new provision for young people across services reflects those needs.

In establishing the service in their area, Connexions Partnerships will need to ask a number of key questions:

- Which agencies are already delivering personal adviser roles? An initial identification should have been made through the mapping process. How can their work be best linked into the wider Connexions Service?

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- Where do gaps in provision for personal adviser support for young people exist? Are there gaps in particular skills or specialisms? How can these gaps be best filled in a way that provides the right expertise in the most appropriate location?
- How can links between personal advisers in different organisations and with other specialist services be maximised to ensure that young people receive cohesive consistent support?

Local Management Committees will oversee the day-to-day delivery of the service. Their responsibilities will include:

- Ensuring that all young people receive the support of a personal adviser as needed without duplication of effort
- Managing the relationship between personal advisers employed by different agencies
- Agreeing the location of personal advisers to deliver an accessible service to young people
- Ensuring that the service works to uniform standards

Connexions Partnerships and Local Management Committees are both multi-agency bodies, made up of a range of partners, for example LEAs, careers services, Yots and voluntary sector agencies.

Some personal advisers will be employed by or seconded to the Connexions Service, and some will remain within their existing professional context, working under a partnership agreement with the Connexions Service.

Further details of the Connexions Service are included in Appendix 1.

## What the Connexions Service will offer young people

By bringing together and building on existing services, the Connexions Service will make sure young people have access to three broad tiers of support according to their need:

- All young people will have access to **information, advice and guidance** on careers and learning options and other issues including personal development, financial issues and benefits, health and leisure.
- Young people at risk of disengaging from learning will receive more intensive **one-to-one support** based on a full assessment of their needs. A personal adviser will develop a personal action plan with the young person to address the underlying factors, such as problems at home and school, and support their continued engagement in learning. The Connexions Assessment, Planning, Implementation and Review Framework (APIR) has been developed to assist personal advisers in this process. Please see Appendix 1 for further details about assessment and planning within a Connexions context and how this relates to Yot workers taking on the personal adviser function.
- For those facing multiple problems, for example, drug, mental health or housing problems, or those in the youth justice system, a personal adviser (which may be an existing supervising officer/case manager) will **broker specialist support** and ensure a co-ordinated approach across agencies. The APIR framework sets out guidelines that advocate that a young person should have only one plan, to which different professionals contribute, rather than a multitude of plans put in place by different agencies. The Yot supervision plan and, during custody, the training plan, need to be considered in this context.

## The role of the personal adviser

Some personal advisers will deliver predominantly advice, guidance and access to personal development opportunities, as in the first tier of support above. Others will have the training and experience to provide the more intensive one-to-one support and brokerage to young people with greater needs. Both types of personal adviser will include specialists able to offer advice to young people on matters such as education, training and employment, income and benefits, housing or drugs. They will also be able to advise their colleagues supporting other young people facing these issues.



## Working together - Connexions and youth justice services

Personal advisers will operate in schools and colleges, in custodial establishments, in drop-in centres and one-stop shops, in other youth support services and through outreach.

Broadly the full role of the personal adviser can be described as:

- Engaging with young people to: offer advice and guidance on learning and careers options and other issues as appropriate (drawing on colleagues where necessary); identify and address their needs; provide access to personal development and other opportunities with a view to raising the aspirations of each young person
- Working with and supporting education and training institutions and employers in meeting the needs of young people
- Working with a network of voluntary, statutory and community agencies and commercial bodies to ensure a coherent approach to support for the young person
- Working with parents, carers and families to support young people
- Managing information to meet the needs of young people
- Reviewing and reflecting upon their own professional practice to achieve continuous improvement in performance

Case managers/supervising officers within youth offending teams are one of the groups of existing workers delivering these broad functions which the development of Connexions will need to build upon.

# The youth justice system

## Aim and objectives

The principal aim of the youth justice system is to prevent offending by children and young people aged 10 to 17, through the following objectives:

- The swift administration of justice so that every young person accused of breaking the law has the matter resolved without delay
- Confronting young offenders with the consequences of their offending, for themselves and their family, their victims and their community and helping them to develop a sense of personal responsibility
- Intervention which tackles the particular factors (personal, family, social, educational or health) that put the young person at risk of offending and which strengthens protective factors
- Punishment proportionate to the seriousness and persistence of offending
- Encouraging reparation to victims by young offenders and
- Reinforcing the responsibilities of parents

## Youth offending teams – planning processes and structures

Section 40 of the 1998 Crime and Disorder Act requires local authorities in consultation with their statutory partner agencies to put in place an annual youth justice plan. This describes the nature and scale of offending by young people in their area and the programmes available to tackle it, the plan needs to cover:

- How youth justice services in their area are to be provided and funded
- How the youth offending team or teams established by them (whether alone or jointly with one or more other local authorities) are to be composed and funded, how they are to operate, and what functions they are to carry out

Youth offending teams (Yots) bring together professionals with a range of disciplines into one team to deliver the objectives above. They work with young offenders aged from 10 to 18. (This can extend to 20 in relation to those young people subject to Detention and Training Orders.)

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Statutory involvement is required from the following agencies: local authority Social Services and education departments, the police, probation service and health authorities. Other agencies such as housing and youth and community departments are encouraged to contribute resources to Yots.

## The role of youth offending teams

The work to be undertaken by Yots is outlined in section 38 of the 1998 Crime and Disorder Act and set out in the National Standards for Youth Justice produced by the Youth Justice Board. Their role includes the following:

- Preventing young people from offending in the first instance through the co-ordination of a range of targeted programmes (further details included in Appendix 2).
- Carrying out a standardised assessment using ASSET for all young people coming into the youth justice system. This will determine why the young person has offended, what their family and lifestyle circumstances are, whether they have specific mental health or drug and alcohol-related problems, if they are engaged in learning, their level of educational attainment and what level of risk they pose to themselves and others.
- Delivering intervention programmes for young people who have received a final warning from the police. In the majority of final warning cases a programme of intervention will be delivered. This will aim to tackle the causes of the young person's offending, as identified through ASSET, and enable them to confront the consequences of their offending and carry out some form of reparation.
- Providing a supervising officer for every young person who is made subject to the range of court-ordered disposals and community penalties. The supervising officer must develop a supervision plan to address offending behaviour and the associated factors identified through ASSET. The supervising officer will draw on specialist colleagues within the Yot and beyond as appropriate. A supervision plan must address education, training or employment, any substance misuse and health care needs, parental or primary carer involvement, work on offending behaviour, work to address experience of discrimination or any discriminatory attitudes or behaviour and plans to reduce risk of harm to themselves or others where a significant risk has been assessed. Intervention might include anger management, life skills or parenting courses for the young person's carers. The plan will also cover direct or indirect reparation to the victims of their crime.

- Providing a supervising officer for those young people who receive custodial sentences – detention and training orders/section 91 sentences. The supervising officer will work with the secure establishment to draw up a training plan. The training plan, like other interventions, will focus on the factors that contributed to the young person's offending and seek to address the young person's education, health and accommodation needs. (Resettlement issues must be addressed from the beginning of the sentence.)
- Provision of court-based services.

## Key principles of inter-agency working

There are a number of key principles that should underpin the interface between youth justice services and other existing agencies and the Connexions Service:

- **The most appropriate worker is identified to be the young person's personal adviser.** Factors to take into account include: the young person's relationship and level of involvement with existing support workers, the likely length or intensity of involvement with a new worker, and the young person's own views, circumstances and needs. The personal adviser is then responsible for identifying the young person's needs and goals and brokering and co-ordinating the intervention of other agencies. Young people should be clear who their personal adviser is and what their role is. It is vital that existing workers take on this role, as an integral part of the Connexions Service, and are enabled to do so by Connexions Partnerships.
- **The number of other professionals working directly with the young person is rationalised.** The aim is to avoid confusion or duplication from the young person's point of view and to stop them being passed between agencies unnecessarily. As an example, a personal adviser should seek advice from a specialist colleague where appropriate, rather than automatically making a referral. When specialist intervention is required the personal adviser will need to make sure referrals are appropriate and clearly differentiated roles are agreed between workers. Awareness, trust and understanding of one another's roles should be developed between support workers; for example through joint training, meetings and secondments, exchanges, or using shared/adjoining premises.

## Working together - Connexions and youth justice services

- **Support for young people offers consistency and continuity** and professional boundaries do not impair the support the young person receives. A young person's personal adviser may change as their needs or circumstances change. However an effective relationship between a young person and their worker should not be ended in a way that sets back the young person's progress and transitions should be managed in as supported a way as possible.
- **Information about young people is managed and shared** to avoid repeat assessment of the young person and to establish an overview of their needs over time and across agencies (in the context of protocols governing data sharing, protection and security). This will help identify young people who most need support and prevent them from slipping through the net.
- **All agencies are committed to quality assurance** and co-ordinated, complementary accountability arrangements are developed to ensure young people receive the support they need.
- **The Connexions Service builds on rather than duplicates existing work** and ensures more cohesive service planning and delivery for 13-19 year olds across agencies, based on a comprehensive understanding of need and existing provision.

# Connexions, youth offending and the youth justice system

## Overview

The Connexions Service will build on the work of youth justice services to help make sure that young people who are at risk of offending or who have offended have the opportunities and support needed to fulfil their potential and resist involvement in offending. The Connexions Service shares responsibility with Yots for the target of making sure that 90% of young offenders aged 13-18 who are supervised by Youth Offending Teams are in education, training and employment by 2004.

The development of Connexions is likely to add most value by:

- Helping to identify and engage young people at risk of offending, providing personal advisers to work with them and link them into activities to address this risk – building on the existing provision of Yots, the youth service, the police and other local agencies. Connexions will establish links with and access into all schools in the area and can help to co-ordinate preventative efforts in this context.
- Providing specialist input as appropriate, including careers advice and guidance, for young people, whether in custody or in the community, who have a youth justice worker delivering the personal adviser role.
- Working with Yots to ensure continuity in the support received by young offenders at key transition points, including at the end of a Yot intervention. This will help to make sure that these young people receive the support they need from 13 – 19 whether or not they offend.
- Helping to influence provision of services and learning opportunities for young offenders through links with the Learning and Skills Council.

## Strategic links

Strategic links will be vital between Connexions Partnerships/Local Management Committees and the Yots and secure facilities holding young offenders in their area. Yots and secure facilities should be represented on Local Management Committees and Connexions should be represented on Yot steering groups.

## Working together - Connexions and youth justice services

Connexions Partnerships and Local Management Committees will need to facilitate joint working at the strategic and operational level with youth justice services, Social Services, LEAs, health services, probation, the police, Drug Action Teams, voluntary agencies and other relevant agencies to ensure:

- Aggregate information captured about levels of offending and the needs of young offenders (including those in custody) and young people at risk of offending in the area is shared and used to inform service development.
- Targets relating to young offenders are set and monitored jointly.
- Provision by Yots and other agencies working with young offenders and young people at risk of offending can be estimated and taken into account in the Connexions Service development plan.
- Services for vulnerable young people including young people at risk of offending or currently offending can be planned and delivered in an increasingly integrated way.

**The Cornwall and Devon Connexions Partnership** are putting in place a youth justice strategy, in partnership with local Yots, Drug Action Teams, the police and the probation service.

The strategy will establish joint ownership of headline targets relating to offending, engagement in learning, and reduction of drug misuse. Joint needs mapping and service planning will reduce duplication of effort (pooling resources as appropriate). Inter-agency training will become the norm and opportunities for inter-agency secondment will be maximised to increase understanding between disciplines. The Partners will ensure that all young people at risk of or currently offending, or who have been recent victims of crime, will have access to a personal adviser, from whichever agency is able to respond best to their needs and circumstances.

It is intended that crime prevention activities in school will be integrated, and in the long term the inputs of the Police, Yots and Probation in schools and colleges will be set out in the Partnership Agreement drawn up between Connexions and the schools. This will include helping young people understand the principles of restorative justice.

## Preventing youth offending

Research shows that particular factors in a young person's life increase the risk of them offending:

- truancy, exclusion and low achievement at school
- friends condoning or involved in offending
- low income and poor housing
- being in public care
- lack of training and employment
- drug and alcohol misuse
- low self esteem
- cognitive and behaviour disorders
- poor parenting, family conflict and the absence of an adult providing boundaries, advice, discipline or support

In addition, there are particular situations and times when offending is most likely to occur:

- after school
- school holidays
- in schools in the context of bullying

Connexions personal advisers, in schools and other settings, will help to address many of the factors associated with youth offending as part of their one-to-one support of young people and through the brokerage of appropriate specialist services. They will also link young people into out of school activities that offer personal development opportunities.

Personal advisers should be able to draw on Yots for advice and specialist intervention if a young person is at risk of offending. Connexions Partnerships will need to make sure that all personal advisers are aware of the activities and services delivered locally that address the factors linked to offending and provide young people with more constructive opportunities. Programmes funded by the Youth Justice Board are included in Appendix 2.



## Support for young people subject to Yot intervention

When a young person is referred to a Yot, the local Connexions Service should be contacted and an agreement reached on the continuing support of that young person.

### *Allocating a personal adviser*

The worker best placed to act as the young person's Connexions personal adviser will need to be considered on a case-by-case basis. However, it is expected that the Yot worker will **act in the role of personal adviser** when a young person either:

- Becomes subject to a Yot intervention and does not have an existing personal adviser or
- Is sentenced to a lengthy period of community supervision or a custodial sentence and therefore is likely to be engaged with the Yot for a substantial period. (For young people in custody staff in the secure facility will share responsibility for the delivery of the role – see below.)

In those cases where young people have been identified as at risk of offending, or are subject to a limited final warning intervention a personal adviser from the wider Connexions Service, drawing on specialist support from the Yot, is likely to be the most appropriate option.

### *Access to specialist support from Connexions*

When the Yot worker acts in the role of personal adviser they will need to be able to draw on specialist support from the wider Connexions Service as necessary to supplement the specialisms available in the Yot team (for instance, careers advice and guidance which the Connexions Service must make sure is being provided). Young offenders may be linked to specialist support provided at other sites in the community, or it may be that a specialist personal adviser is seconded into the Yot.

### *Ensuring continuity*

The Yot worker acting as personal adviser will need to work with the wider Connexions Service to ensure continuity of support across transitions, at the start of the young people's engagement with them and at the end.

When a young person enters the youth justice system for a substantial period but has already been working with a personal adviser provided by the wider Connexions service it is expected that this worker will be fully involved in developing the young person's supervision or training plan.

Agreement should be reached on whether there is a need for input from the original personal adviser during the intervention of the Yot and what this should be. (The young person should be clear however, that their Yot worker is responsible for getting them the support they need and co-ordinating the involvement of other agencies).

Young offenders who have not had a personal adviser before their involvement with the Yot should be allocated and have the chance to meet with a personal adviser from the wider Connexions Service before the end of their time with the Yot.

**Coventry and Warwickshire Connexions Partnership** have arranged for personal advisers from the wider Connexions Service to work in the local Yots for part of the week and back in the Connexions Centre for the rest of the week. Young people who require particular help with employment and training are referred to them by their Yot supervising officer. The Yot supervising officer leads the case management of the young person throughout this period (thus acting as their personal adviser), and makes sure the other issues in the young person's life are being addressed. Sometimes the Connexions personal adviser in the Yot provides additional support as necessary, for example by providing extra help to the young person in finding accommodation, if this is presenting a particular barrier for the young person in accessing employment and training.

Before the young person's order comes to an end, the personal adviser best placed to take over the young person's case management is identified. Sometimes this will be the Connexions personal adviser based part-time in the Yot - the young person knows them and is able to continuing contacting them through the Connexions Centre. In some cases another Connexions personal adviser may be more appropriate, for example one who has a specialist background that reflects the particular needs of the young person or who is based closer to where the young person lives. If this is the case, workers and the young person meet together to discuss the best way forward. The new personal adviser is updated about the young person's needs and support history and advised about next steps. In this way continuity is maintained and the young person does not feel they are starting from the beginning with their new personal adviser. The current personal adviser checks with the young person at a separate meeting that they are comfortable with the new arrangements.

## Support for young offenders in custody

### *Existing support structures for young people in custody*

When a young person receives a custodial sentence the Yot supervising officer has to make sure that information about the young person is passed on to the secure facility by the following day, including sentence or care plans, Pre-Sentence Reports, previous convictions, health and education plans, ability levels and the Post-Court Report form.

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A planning meeting follows within ten days of the young person's admission, set up by the supervising officer and secure facility staff. The young person's parents/carers and, for young people in public care, their social worker, are invited. The Yot supervising officer ensures that the views of the home health and education authorities are represented.

Based on the planning meeting, the secure facility staff and the supervising officer draw up an initial training plan. The training plan covers the work to be carried out by each agency involved with the young person during the custodial phase and post-transfer to the community, including how the factors contributing to offending will be addressed. The education, health and accommodation needs of the young person on transfer to the community must be addressed from the beginning of the sentence and specific plans for appropriate post release placements should be developed from this point.

Secure facility staff deliver the training plan within the establishment. In some establishments this is the responsibility of a multi-agency disciplinary team, in others a 'personal officer' amongst the prison officers takes forward the plan. Review meetings are held one month after the initial meeting and are three monthly thereafter. Offenders subject to a Detention and Training Order of twelve months should be visited at least monthly by a Yot team member, for those on longer Detention and Training Orders, at least every two months.

### ***The role of the Connexions Service***

While the secure estate is to be reconfigured to enable more young people to be held closer to their homes, a substantial number of young offenders who receive a custodial sentence will currently be placed in an institution outside their home area. The Yot worker from the young person's home area will continue to act as the young person's personal adviser during this period, supported in the role by the secure facility staff responsible for delivering the training plan. However, both the wider Connexions Partnership in the young person's home area (the 'home Partnership') and the Connexions Partnership whose area contains the institution (the 'host' Partnership) will need to support the Yot worker and the secure facility to make sure that the young person's training plan reflects long term goals and that they have appropriate support and learning opportunities in custody and on their release. The role of both host and home Partnerships should be considered at young people's planning and review meetings.

### ***The role of the Host Connexions Partnership***

All Connexions Partnerships should have a formal agreement setting out respective roles with any secure facility in their area holding young offenders. This will need to take account of existing provision within the secure facility.

The Connexions Service should support increased integration of these services, working with the local agencies operating in the secure facility and secure facility staff to help develop cohesive advice, guidance, support and resettlement services.

Two main roles for Connexions in custody exist, depending on the existing support structures in the secure facility:

1. Specialist input into the young person's training plan, under the co-ordination of the personal officer and Yot worker
2. Managing the delivery of the young person's training plan as part of a multi-disciplinary team (bringing specialisms to the team as appropriate)

***1. Specialist input to the young person's training plan, under the co-ordination of the personal officer and Yot worker***

It is expected that this will include:

**Support on careers and learning opportunities.** Activity connected with this will be agreed with the establishment and summarised in a service level agreement. Key secure estate staff who should be involved in this agreement include the Head of Throughcare, Head of Regimes and the Education Manager. Support offered should cover:

- Impartial advice and guidance to help young people identify their learning and careers goals and raise their aspirations
- Guidance and support to help them maximise the opportunities available in the secure facility to move towards these goals
- Liaison with the Home Connexions Partnership/Yot to make sure appropriate opportunities are being identified and arranged where possible for release.

**Benefits advice and information.** This should cover:

- Providing young people aged 16 with advice and information on benefits
- Liaising with the Home Connexions Partnership/Yot to make sure young people wishing to claim benefits on release have an interview with their local ES/BA office/Connexions Service arranged for them

In addition, where appropriate, the host Connexions Partnership and the staff of the secure facility may negotiate additional roles and inputs of Connexions such as:

- Additional resettlement support
- Personal advisers with additional specialist skills/knowledge as appropriate, for example in supporting young people with SEN/LDD

## Working together - Connexions and youth justice services

**Shropshire, Telford and Wrekin Connexions Partnership** have a Connexions personal adviser (soon to be part of a team of three) based in Stoke Heath YO1 who takes referrals from around 20 Yots as young people come in. The young people referred to the personal adviser have usually been completely disengaged from education from an early age and to start with show no interest in further learning. The personal adviser works with them to encourage them to think about the opportunities that could be available to them on release. The Connexions Partnership in the young person's home area send in details of training and job vacancies weekly. The personal adviser in Stoke Heath talks through the young person's situation and interests with a personal adviser from their home Partnership, who identifies suitable opportunities locally. The personal adviser in Stoke Heath helps the young person to complete applications for college, the Learning Gateway or Modern Apprenticeships or work as appropriate, while the home Partnership arranges interviews for the young person. A number of the young people supported in this way have gone directly onto Modern Apprenticeships or to college on release. Day release has been arranged for the young person to go to interviews before the end of their custodial sentence, and personal advisers from the home Partnership meet young people in Stoke Heath to help to smooth the transition of support.

The personal adviser based in Stoke Heath helps young people who are not ready to move directly into mainstream learning or work to access personal development opportunities, and develop their life and social skills. This includes linking them into schemes such as the Prince's Trust on their release. Ongoing support from the home Partnership, with longer-term progression into more formal learning or work is arranged.

Where financial support has presented a barrier to learning for young offenders, the personal adviser has helped young people apply for an Education Maintenance Allowance prior to their release. In some instances she has also worked with young people's families, to help them to support the young person in moving into learning.

The Yot worker continues as the overall case manager, and makes sure the young person's other barriers to learning are being addressed, such as drug problems. The Connexions personal adviser stays informed about the other areas of support that the young person is receiving, to ensure a holistic approach. She provides written reports for the DTO meeting and attends when the young person is experiencing particular difficulties or may struggle to articulate their needs in relation to learning.

### ***2. Managing the delivery of the young person's training plan as part of a multi-disciplinary team***

As stated above, in some secure facilities a multi-disciplinary casework team co-ordinates the delivery of young people's training plans, working alongside personal officers amongst the prison staff. In this context Connexions personal advisers from the host Partnership may be seconded to the team and allocated a caseload, bringing education and training or careers guidance or other specialist skills as appropriate.

Since September 2000 the **Connexions pilot project in Huntercombe YOI** has been exploring the application of Connexions in the custodial environment. Three personal advisers work in a casework role as part of a multi-agency casework team.

Each personal adviser has a caseload of 15 trainees, aged 15 to 18, for whom they manage the training plan process and co-ordinate the links with outside agencies. They set and review the goals for the sentence, with the young person and their Yot worker and work through with the young person the factors behind their offending behaviour. One of the personal advisers is working with trainees who are all from the same home Connexions Partnership, to study in more detail the links with the home area, and how to help make the transition back home as smooth as possible.

The pilot is exploring the skills necessary for Connexions personal advisers working with young offenders in a custodial establishment, and the training, management and supervisory structures needed to support them. The personal advisers have all received training on the youth justice system, and the rules and procedures of the YOI.

The trainees' reaction to the support they receive from their personal advisers is being studied, and over 300 have been interviewed. Initial analysis of the research indicates a high level of satisfaction with the personal advisers input.

### ***The role of the Home Connexions Partnership***

While the day-to-day provision of support for the young person in custody lies more appropriately with the host Partnership, the home Partnership will still have the responsibility to support the Yot, so that:

- Information about the young person, including their learning history, is transferred promptly to the secure facility for their initial planning and review meetings
- Appropriate education, training placements or employment support has been identified and brokered prior to release where possible (visits from careers-specialist personal advisers from the home area to the young person prior to release can support this process)
- Arrangements are in place regarding support from specialist agencies as required, for example, housing or health, prior to the young person's release
- Appointments are arranged with the ES/BA for young people wishing to claim benefits on release
- Arrangements to accompany the young person to interviews, induction and attendance at colleges etc should be made where appropriate in the interests of the young person

# Appendix 1 - The Connexions Service, further details

## Assessment and planning

The assessment of need, and planning to meet that need, is a key function of the personal adviser role. To support personal advisers in this area of their work, the Connexions Service National Unit, in conjunction with other Government departments, has developed the Connexions Framework for Assessment, Planning, Implementation and Review. It outlines a process for identifying needs, planning effectively and taking action to address and review those needs. In particular it is intended to help personal advisers avoid the duplication of assessment of and co-ordinate more coherent service delivery for those young people facing significant or multiple barriers to learning, some of whom may currently be involved with a range of different agencies.

Yot workers who take on the personal adviser role will already be using the Asset assessment tool with the young people they work with. This will continue to be the case in their role of personal adviser, however, they may also need to consider a wider range of issues that are relevant to the young person's transition to adult life, for example aspirations, motivation or life skills. Where this is the case, and where these are not covered by existing assessments, the Yot worker should either undertake this work directly with the young person – using the Connexions Framework as a basis for their work - or access such support from elsewhere within the local team of Connexions personal advisers.

Where the Yot worker is not taking on the personal adviser role, but is working with a personal adviser to support a young person, it will be important for the Yot worker to share the details of the Asset assessment with the personal adviser, as this will prevent the duplication of assessment processes.

The Framework has been designed to support the Connexions quality standards and was issued to all Partnerships in June 2001. Both the Diploma for Personal Advisers and the Understanding Connexions programme provide training in its use. An evaluation, as part of a larger piece of research looking at personal adviser practice and training, is planned for the Autumn. The findings along with feedback from a range of sources will inform revisions to the guidance due to be re-issued in April 2002.

## **The role of Connexions for young people with special educational needs/learning difficulties and disabilities**

Connexions has particular responsibilities in the area of assessing and planning for young people with learning difficulties and/or disabilities, including Special Educational Needs (SEN). These responsibilities will be in part discharged by a young person's personal adviser, with the APIR framework underpinning the process.

### ***Young people with a statement of SEN***

When a Yot worker takes on the role of personal adviser, for a young person with a statement of SEN, who is in school, they will be expected to

- Attend the Year 9 annual review - the Transition Review - and work in collaboration with the school in drawing up a Transition Plan. This will set out a coherent plan for the young person's transition to adult life, and on-going school provision through the statement of SEN. Input from SEN co-ordinators (SENCOs), other school staff and other specialist Connexions staff as necessary will be provided. The head teacher, who is responsible for writing the Transition Plan, may delegate this duty to the Connexions personal adviser, and where this happens the Transition Plan and the Connexions plan (and hence, the supervision plan, under the guidelines set out in the APIR framework) will be one and the same.
- Attend reviews to update the plan, which should take place at least annually.
- Arrange assessments of young people with statements in the last year of compulsory schooling who intend to transfer to other post 16 learning. These will focus on the provision necessary to meet the young person's needs in further education or training and will build on existing information, including the Transition Plan.

Learning and Skills Councils have a duty to 'take account of' the needs identified in the transition plan of a young person with an SEN statement (and as such their supervision plan, in accordance with the APIR guidance) in the learning provision they provide for that young person.



## Working together - Connexions and youth justice services

For young people who are being educated outside of the school system with an SEN statement the LEA have responsibility for convening the review meeting. LEAs and the Connexions Service will need to agree appropriate protocols so that personal advisers are able to work with these young people.

### ***Young people without a statement of SEN***

The Connexions Service is also responsible for arranging assessments of young people with learning difficulties and/or disabilities who do not have a statement of SEN and who intend to leave school for other post-16 learning.

### **Benefit liaison**

The Connexions Service is required to provide young people with general information about the benefits and allowances to which they may be entitled. This includes giving details about how these allowances/benefits can be claimed and the rights and responsibilities associated with them.

The Connexions Service will be the agency with lead responsibility for unemployed 16 and 17 year olds and will help them to make a claim for Young Person's Bridging Allowance or Jobseeker's Allowance (JSA) where appropriate and work with them to identify and secure a suitable learning opportunity. The Connexions Service has an obligation to provide the Employment Service (ES) with confirmation of the young person's registration with the Connexions Service for work and training, and other information needed by ES to help establish entitlement to benefit. An ongoing exchange of information is required to ensure young people receive a seamless service and are supported in their efforts to find work and training. At age 18 the lead responsibility for unemployed young people transfers to ES, but the Connexions Service can, by agreement with the young person and ES, continue to support the young person as needed.

For young people aged 16-19 not required to be in the labour market, the Connexions Service will advise on Income Support, and other social security benefits and assist them to make a claim if needed, in liaison with the Benefits Agency (BA). Connexions can help BA to establish entitlement to benefits, for example by providing information that helps to confirm a young person's estrangement from their parents.

The Connexions Service will need to work with the new Jobcentre Plus Agency as it is introduced from October 2001. The new organisation will bring together all ES services and most BA services to provide a single gateway into the welfare system for all clients of working age (16-64 inclusive).

## Connexions training

The two main national training programmes for personal advisers are:

- the Diploma for Connexions personal advisers
- the Understanding Connexions training programme

### Diploma for Connexions personal advisers

The Diploma for Connexions personal advisers is primarily for practitioners who will be working with young people needing in depth support and who face significant barriers to learning. It comprises pre course reading and five core modules, each of the first four consists of:

- 25 hours distance learning
- 12 hours live training
- 3 hours work with smaller groups in an action learning set

The last module, on reflective practice, is longer with around 40 hours of distance and reflective learning, 18 hours of live training and 3 hours in an action learning set.

### Understanding Connexions training programme

The Understanding Connexions training programme will reflect the universal nature of the Connexions Service and will allow progression to the Diploma. It will primarily be for Connexions personal advisers who will be working within their practitioner base (usually with young people requiring less intensive support).

It is currently being designed and will comprise:

- A front end introduction (two-three days) training offering basic information on the Connexions Service which will be for anyone who needs to know about the Connexions Service. This may be delivered by approved training providers or possibly by Partnerships
- A further training for up to 10 days for people working as personal advisers
- 5 days supervisory training for team leaders who will be supervising groups of personal advisers

## Working together - Connexions and youth justice services

The 10 day training programme for personal advisers will cover key areas such as:

- Contributing to the Connexions Service
- Working effectively as part of a multidisciplinary team within the Connexions Service
- Developing Connexions at the local level

The programme will be available as a pilot for 5 partnership areas from September and nationally from October/November 2001. For further details on the training including how to get onto a course please contact your local partnership via the Government Office contacts listed in the table in appendix 3.

### Connexions Card

The Connexions Card is an exciting and innovative cross-departmental project. Young people will be rewarded for their engagement in learning – all forms of learning, both formal and informal. The Card will reward 16 – 19 year olds for their participation in learning and for meeting agreed targets. You can find more information about the card at:  
[www.connexions.gov.uk/connexionscard](http://www.connexions.gov.uk/connexionscard)

### The roll out of the Connexions Service

The Connexions Service has been piloted in different forms around the country. Fifteen Phase 1 areas (listed below) began delivering the service in 2001. Phase 2 areas will begin in 2002/3.

#### Phase 1 areas

The Black Country  
Cheshire and Warrington  
Coventry and Warwickshire  
Cumbria  
Devon & Cornwall  
Greater Merseyside  
Humber  
Lincolnshire & Rutland  
London North

London South  
Milton Keynes, Oxfordshire and  
Buckinghamshire  
Shropshire, Telford and the Wrekin  
South Yorkshire  
Suffolk  
West of England

## **Connexions Direct**

In addition to the traditional methods of delivery for the service the potential for using new technology is being explored through Connexions Direct. It will use telephone and Internet technology to help Connexions reach out effectively to all young people. The service will be piloted in the North East of England from September 2001.

Connexions Direct will be an integral part of local Connexions provision, offering a complementary tier of service delivery. It will offer information and advice through qualified practitioners who, where necessary, will also facilitate referrals to Personal Advisers and specialist support services on the ground.

## Appendix 2 - YJB preventative programmes

Alongside the Government's universal measures to tackle deprivation and lack of opportunity, the YJB has a targeted programme aimed at those most at risk of offending. These are children living in the country's most deprived and high-crime neighbourhoods where school exclusion, anti-social and criminal behaviour, drugs and family breakdown are most acute. Examples of programmes include:

### Youth Inclusion Programme

Seventy Youth Inclusion Programmes are in place in some of the most deprived estates across England and Wales focusing on the 50-60 most at-risk youngsters in each estate. YIPs put in place a structured and supervised environment to provide an alternative activity for young people who might otherwise fall into drug use and crime. YIPs provide out-of-school activities, including teaching basic skills, life skills, drug and sex education and activities designed to teach social skills, including team sports, debating societies and creative classes. The early YIP experience indicates that when young people are occupied constructively crime rates plummet. The longer-term aim of these schemes is to equip young people with the attitude and skills to develop a constructive lifestyle and resist criminality and drug use.

### Holiday Splash schemes

The YJB funds more than 150 summer and Easter holiday Splash schemes modelled on the YIP to provide supervised days during the holidays, prime time for young people to become involved in anti-social or criminal behaviour. The aim is to get young people interested in new activities that they can pursue through out the year.

### Positive Futures

Positive Futures is a sporting scheme for at-risk young people. Over 25 projects are running providing training, mentoring and lifeskills programmes using sporting activities as a focus. The programme is now being extended nationwide.

### Mentoring

Yots train and support adults to form relationships with young offenders to give young people a positive role model. In 2001 a new programme will target hard-to-reach ethnic minority young offenders.

## Appendix 3 – Contacts

To obtain contact details for your local Partnership please contact your GO:

### North East

Eric Bannister  
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To find out more about the Connexions Service and download our current publications go to our web site: [www.connexions.gov.uk](http://www.connexions.gov.uk)



Your Connexions contacts at the  
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To find out more about the  
Youth Justice Board go to:  
[www.youth-justice-board.gov.uk](http://www.youth-justice-board.gov.uk)

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